

TELEMEDICINE CLEAR AND SIMPLE



With telemedicine, a doctor's care is just a phone call away. The newest way to access care from Excellus BlueCross BlueShield through our partnership with MDLive, telemedicine lets you talk to a doctor anytime, anywhere. It's simple—and no surprise more people are making the call to try it out.

WITH ANYTHING NEW, THERE ARE QUESTIONS. HERE ARE SOME QUICK ANSWERS.



WHAT IS TELEMEDICINE?

A fast way to get access to care 24/7/365—even on holidays. All you need is a computer, tablet, or smartphone.



WHO USES TELEMEDICINE AND WHY?

While it isn't a replacement for your primary care physician or specialist, telemedicine is great for non-emergency conditions, especially when the doctor's office is closed or you can't get to an urgent care center.



WHAT ARE THE ADVANTAGES OF TELEMEDICINE?

Convenience. Get access to care in the comfort of your own home, office, or hotel room. No need to take time off work or drive across town.

Savings. Why pay anywhere from \$75 to \$1,800 for a visit to the doctor, urgent care center, or emergency room? The flat fee for a telemedicine visit can be as low as \$59. That's great if you have a high deductible health plan.



WHEN SHOULD I CHOOSE TELEMEDICINE?

Telemedicine is best for common, non-emergency issues for adults and/or children.

Adults:

- Acne
- Allergies
- Asthma
- Bronchitis
- Cold & Flu
- Fever
- Headache
- Infections

- Insect Bites
- Joint Aches & Pains
- Nausea & Vomiting
- Pink Eye
- Rashes
- Sinus Infection
- Sore Throat
- Sunburn
- Urinary Tract Infection

Children:

- Cold & Flu
- Constipation
- Earache
- Fever
- Nausea & Vomiting
- Pink Eye



WILL I BE ABLE TO GET A PRESCRIPTION USING TELEMEDICINE?

Excellus BCBS partners with MDLive for telemedicine. Their US Board-certified doctors can prescribe the medications you may need.



WILL MY DOCTOR BE UP-TO-DATE IF I USE TELEMEDICINE?

With Excellus BCBS, absolutely. We report all visits directly to your primary care physician, so everyone's on the same page.

Visit [ExcellusBCBS.com/Telemedicine](https://www.excellusbcbs.com/telemedicine) to find out more today.

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Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex.

Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.

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